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ABSTRACT

This book, which was written for people responsible for career advising, employee development, performance improvement, organizational planning, and outplacement, explains techniques to deliver effective career counseling services. The book begins with an introductory examination of the factors driving the need for effective career counseling services in the workplace and the development needs of career counseling practitioners. Chapter 2 presents a career counseling process model, chapter 3 explains the key questions technique, and chapters 4-9 examine the following stages of the model: foundation, assessment, feedback, goal setting, resistance resolution, and follow-through. The elements of effective career counseling are reviewed in chapter 10. Appended are the following: career counseling process model checklist; career counseling process handout; career assessment materials and publishers; career data profile; clarification tools (fish bone diagram and force field analysis); strategic career action plan; resistance resolution decision tree; change techniques (catastrophizing and chunking); intervention tools (emotional roller coaster, periods of transition in job change, stages of change model, cost payoff matrix); tools to address capabilities (strengths and personal descriptors; managing self/others; Challenges, Circumstances, Interventions, and Outcomes model; analysis of job); and tools to affirm career plans (triggers that disrupt career routines and linking individual and organizational needs). (MN)

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